

## IN THE CLAIMS

Amend the claims as shown below by the markings.

1.(Currently Amended) A method for providing customer ~~Customer~~-related technical services for obtaining an optimal financial result of a production plant by continuously applying the steps of:

- a) providing a process description for processes at the production plant;
- b) utilizing connected software tools and hardware tools operating on a computer system, said software tools being stored on computer readable media; and
- c) consulting an empirical database of experience, said empirical database including data from project experience, regional business information, data relating to technical equipment, and cost models.

2. (Currently Amended) A method ~~Customer-related technical services~~ as claimed in claim 1, wherein the step of providing a process description is performed a plurality of times according to a criteria which is a same criteria for each said process description.

3. (Currently Amended) A method ~~Customer-related technical services~~ as claimed in claim 1, further comprising the steps of:  
utilizing homogenous forms of marketing/acquisition, standard basic contract forms, standard offer management, mobilization, operation and demobilization.

4. (Currently Amended) A method ~~Customer-related technical services~~ as claimed in claim 1, further comprising the step of:  
performing the steps according to defaults of a manual.

5. (Currently Amended) A method ~~Customer-related technical services~~ as claimed in claim 1, further comprising the steps of:  
repeating steps a), b) and c) multiple times for different locations;  
utilizing a ~~same~~ course of action for steps a), b) and c) for each location, said course of action being a same course of action for each of said steps;  
providing best practice sharing with respect to internationally comparable standards; and  
introducing continuous improvement processes on a basis that is always the same.

6. (Currently Amended) A method ~~Customer-related technical services~~ as claimed in claim 1, further comprising the step of:  
describing internal and external processes in a manual, the internal processes run on a customer plant.

7. (Currently Amended) A method ~~Customer-related technical services~~ as claimed in claim 6, wherein the manual is a written manual in writing in at least one of text form and diagram form.

8. (Currently Amended) A method ~~Customer-related technical services~~ as claimed in claim 6, further comprising a computer readable media on which is stored ~~wherein~~ the manual ~~[[is]]~~ in a form readable by a personal computer and which can be printed.

9. (Currently Amended) A method ~~Customer-related technical services~~ as claimed in claim 8, wherein the manual is on a CD-ROM.

10. (Currently Amended) A method ~~Customer-related technical services~~ as claimed in claim 6, wherein the manual is on the World Wide Web.

11. (Currently Amended) A method ~~Customer-related technical services~~ as claimed in claim 10, wherein the manual is in an encoded form that can only be retrieved by a password.

12. (Currently Amended) A method ~~Customer-related technical services~~ as claimed in claim 6, wherein the manual is embedded into a virtual scene and includes simulation possibilities.

13. (Currently Amended) A method ~~Customer-related technical services~~ as claimed in claim 6, wherein the manual has a portal with selection possibilities for different technical services in its form that can be executed on the PC.

14. (Currently Amended) A method as ~~Customer-related technical services~~ claimed in claim 6, further comprising the step of:

subjecting content of the manual to a dynamic process which derives from an integration of a dynamically growing experience database into the manual.

15. (Currently Amended) A method ~~Customer-related technical services~~ claimed in claim 6, wherein the manual takes product-specific bits of information and plant-specific bits of information from experience databases from worldwide plants having a same production target and the same production methods.

16. (Currently Amended) A method ~~Customer-related technical services~~ as claimed in claim 1, wherein technical developments as well as methodical developments are a part of the experience database.

17. (Currently Amended) A method ~~Customer-related technical services~~ as claimed in claim 6, wherein the manual contains a work flow for maintenance teams.

18. (Currently Amended) A method ~~Customer-related technical services~~ as claimed in claim 1, wherein the manual suggests method groups and methods as work instructions dependent on the work flow.

19. (Currently Amended) A method ~~Customer-related technical services~~ as claimed in claim 6, wherein the manual organizes a consideration and the following implementation of the workers utilizing centers of excellence, said centers of excellence having special knowledge.

20. (Currently Amended) A method ~~Customer-related technical services~~ as claimed in claim 19, wherein the maintenance work is carried out by local units supported by the centers of excellence.

21. (Currently Amended) A method ~~Customer-related technical services~~ as claimed in claim 19, wherein the centers of excellence are distributed and networked such that it is always possible to access resources.

22. (Currently Amended) A method ~~Customer-related technical services~~ as claimed in claim 21, wherein the resources are experts.

23. (Currently Amended) A method ~~Customer-related technical services~~ as claimed in claim 22, wherein the experts can be reached 24 hours a day.

24. (Currently Amended) A method ~~Customer-related technical services~~ as claimed in claim 1, wherein said software tools are available via the World Wide Web.

25. (Currently Amended) A method ~~Customer-related technical services~~— as claimed in claim 1, further comprising the steps of:  
providing a system for implementing services with individual components which are obtainable on the market, said individual components being connected to a web-based knowledge-based database that continuously works with experience values.

26. (Currently Amended) A method ~~Customer-related technical services~~ as claimed in claim 25, wherein the individual components are software tools.

27. (Currently Amended) A method ~~Customer-related technical services~~ as claimed in claim 1, further comprising the step of:  
utilizing external data and external tools for supplementing.

28. (Currently Amended) A method ~~Customer-related technical services~~ as claimed in claim 19, further comprising the step of:  
transmitting data in an encoded fashion between the centers of excellence and the local units.

29. (Currently Amended) A method ~~Customer-related technical services~~ as claimed in claim 1, further comprising the step of:  
improving standard software utilizing originally present experience data and improved experience data, said standard software being supplemented by experiences present in the database, utilizing worldwide knowledge therefor.

30. (Currently Amended) A method ~~Customer-related technical services~~ as claimed in claim 1, further comprising the step of:  
monitoring a condition of the plant utilizing remote expert centers.

31. (Currently Amended) A method ~~Customer-related technical services~~ as claimed in claim 1, further comprising the step of:  
providing an application service host that is one of centrally arranged and arranged remotely connected by the Internet, distribution and data forwarding ensues worldwide.

32. (Currently Amended) A method ~~Customer-related technical services~~ as claimed in claim 31, wherein the application service host is isolated from the individual customer programs and has fire walls between the customers, so that the customer data cannot be viewed externally.

33. (Currently Amended) A method ~~Customer-related technical services~~ as claimed in claim 1, further comprising the step of:  
collecting data from all customers and OEM's in an anonymous fashion using a central database.

34. (Currently Amended) A method ~~Customer-related technical services~~ as claimed in claim 33, further comprising the step of:  
providing non-confidential portions of said data collected from the customers available via the World Web.

35. (Currently Amended) A method ~~Customer-related technical services~~ as claimed in claim 33, wherein the central database is on distributed servers.

36. (Currently Amended) A method ~~Customer-related technical services~~ as claimed in claim 1, further comprising the step of:  
selecting databases by a portal.

37. (Currently Amended) A method ~~Customer-related technical services~~ as claimed in claim 36, wherein the step of selecting is by menu prompting.

38. (Currently Amended) A method ~~Customer-related technical services~~ as claimed in claim 33, wherein the experience database represents reference data from a provider's projects and customer projects, OEM data, industrial standard data, project experience data from other projects, standard maintenance, and standard operating plans.

39. (Currently Amended) A method ~~Customer-related technical services~~ as claimed in claim 1, further comprising the step of:  
modifying OEM defaults and utilizing modified defaults when the OEM defaults are not advantageous for the customer.

40. (Currently Amended) A method ~~Customer-related technical services~~ as claimed in claim 39, wherein said modified defaults are maintenance intervals.

41. (Currently Amended) A method ~~Customer-related technical services~~ as claimed in claim 1, further comprising the step of:  
internationally acquiring experience data;  
organizing said experience data in a business-specific and system-specific manner; and  
using key performance data and key performance indicators.

42. (Currently Amended) A method ~~Customer-related technical services~~ as claimed in claim 1, further comprising the step of:  
providing feedback loops for performing the services with a start at the original plant condition data.

43. (Currently Amended) A method ~~Customer-related technical services~~ as claimed in claim 42, wherein plant start data serves to introduce initial measures.

44. (Currently Amended) A method ~~Customer-related technical services~~ as claimed in claim 43, further comprising the step of:  
learning within a framework of measures how the plant reacts to the initial measures; and  
deriving further measures for improvement from the learning step.

45. (Currently Amended) A method ~~Customer-related technical services~~ as claimed in claim 43, further comprising the step of:  
entering an effect of measures into the experience database, as well as key performance data.

46. (Currently Amended) A method ~~Customer-related technical services~~ as claimed in claim 43, further comprising the step of:  
introducing a request for changing the procedure which is business-specific into the manual.

47. (Currently Amended) A method ~~Customer-related technical services~~ as claimed in claim 43, further comprising the step of:  
introducing modified methods and tools into the manual due to the necessary changes in the procedure.

48. (Currently Amended) A method ~~Customer-related technical services~~ as claimed in claim 1, further comprising the step of:  
improving services by  
[[a)] a database,  
[[b)] a manual,  
[[c)] local project experiences, which are directly realized, and  
[[d)] an improvement of the software tools and hardware tools.

49. (Currently Amended) A method ~~Customer-related technical services~~ as claimed in claim 48, wherein said software tools are provided by access through the World Wide Web.

50. (Currently Amended) A method ~~Customer-related technical services~~ as claimed in claim 1, further comprising the step of:  
providing that tools for improvement permanently communicate with the database.

51.(Withdrawn) A method of providing maintenance services at a plant, comprising the steps of:  
providing a manual of operating principles common to all plants; and  
providing further information of operating principles common to all plants of a type of plant.

52. (Withdrawn) A method as claimed in claim 51, wherein said further information is provided through a network of computers.

53. (Withdrawn) A method of providing maintenance services at a plant, comprising the step of:  
providing processes for addressing maintenance issues at the plant for each of a plurality of stages in a life of said plant.

54. (Withdrawn) A method as claimed in claim 53, wherein said stages include mobilization, operation and demobilization.

55. (Withdrawn) A method as claimed in claim 53, wherein said process includes providing tools for predetermined tasks, said tools being defined generically and being selected locally to said plant.

56. (Withdrawn) A method as claimed in claim 53, wherein said processes for addressing maintenance issues are driven by bottom line considerations for said plant.

57. (Withdrawn) A method for providing maintenance services at a plant, comprising the step of:  
providing a knowledge repository of information specific to plants of the type of said plant, and  
utilizing said knowledge repository to provide maintenance services to said plant.

58. (Withdrawn) A method as claimed in claim 57, wherein said knowledge repository is made accessible via the World Wide Web.

59. (Withdrawn) A method as claimed in claim 57, wherein said knowledge repository includes a database of information and experts selectively in communication with said plant.

60. (Withdrawn) A method as claimed in claim 57, wherein said experts initiate communication to said plant.

61. (Withdrawn) A method as claimed in claim 57, further comprising the step of:  
providing teleservices for technical assistance in maintenance of said plant.

62. (Withdrawn) A method as claimed in claim 61, wherein said teleservices includes providing a heads-up display and person mounted camera for remote examination of said plant by said experts.

63. (Withdrawn) A method as claimed in claim 62, wherein said heads-up display includes overlays for identification of parts of said plant.

64. (Withdrawn) A method for implementation of customer-related maintenance services for an industrial system, comprising the steps of:



providing technical and maintenance services on a pro-active basis; and  
providing modules of said technical and maintenance services wherein said modules are  
standardized and freely combinable with one another.

65. (Withdrawn) A method as claimed in claim 64, wherein said modules are  
selectable via the Internet.

66. (Withdrawn) A method of providing technical services to a customer, comprising  
the steps of:  
providing a menu of technical services offered to the customer, said technical services being  
modular; and  
performing ones of said modular technical services which are selected by the customer as  
outsourced services, said services being customized according to the customer's needs.

67. (Withdrawn) A method as claimed in claim 66, wherein said menu is viewable via  
the World Wide Web and services listed therein are selectable via the Internet.

68. (Withdrawn) A method of providing technical services to a customer, comprising  
the steps of:  
performing an evaluation of a customer's technical practices and facilities;  
providing a menu of available technical services to the customer, said menu including modular  
technical services available on an outsourced basis;  
making recommendations to the customer of selected ones of said modular technical services  
based on results of said evaluation; and  
providing on an outsourced basis ones of said modular services selected by the customer.

69. (Withdrawn) A method as claimed in claim 68, wherein said menu and  
recommendations are communicated to the customer via the World Wide Web.

70. (Withdrawn) A method as claimed in claim 68, wherein ones of said modular  
services are provided via the Internet.

71. (Withdrawn) A method as claimed in claim 68, further comprising the steps of:  
valuing compensation of said outsourced modular services depending on performance  
indicators.

72. (Withdrawn) A method as claimed in claim 68, further comprising the step of:  
providing said technical and maintenance services in three performance levels.

73. (Withdrawn) A method as claimed in claim 68, further comprising the step of:  
providing said technical and maintenance services at a business-oriented level as well as in a  
technology-oriented level and in an equipment level.

74. (Withdrawn) A method as claimed in claim 68, further comprising the step of: universally performing the technical and maintenance services from managing, planning and coordinating the services down to operational activities with the processes implemented across all functions.

75. (Withdrawn) A method as claimed in claim 68, further comprising the step of: providing condition monitoring and routine operational checks.

76. (Withdrawn) A method as claimed in claim 68, further comprising the step of: providing an inventory optimization and reduction with a goal of reducing spare parts warehousing.

77. (Withdrawn) A method as claimed in claim 68, further comprising the step of: providing a shared inventory with a goal of reducing inventory investment and carrying cost as well as storage, maintenance, and occupancy cost.

78. (Withdrawn) A method as claimed in claim 68, wherein said services are aimed to maintain equipment manufactured by the service provider as well as OEM equipment.

79. (Withdrawn) A method as claimed in claim 68, wherein said services include an equipment upgrade.

80. (Withdrawn) A method as claimed in claim 68, wherein said services include evaluating equipment for upgrade possibilities in order to improve their functionality.

81. (Withdrawn) A method as claimed in claim 68, wherein said services include verifying the equipment reliability.

82. (Withdrawn) A method as claimed in claim 68, wherein said services include providing maintenance services aligned to the customer's changing business objectives.

83. (Withdrawn) A method as claimed in claim 68, further comprising the steps of: performing a maintenance business review.

84. (Withdrawn) A method as claimed in claim 83, wherein said maintenance business review routine includes: a standardized and repeatable assessment systematic on the basis of an assessment handbook.

85. (Withdrawn) A method as claimed in claim 68, further comprising the steps of: performing an equipment condition assessment according to the methods of visual inspection, offline tests and online tests.

86. (Withdrawn) A method as claimed in claim 68, further comprising the steps of:

a comparative audit including a snapshot audit at two comparative points in time, wherein the data from each snapshot audit is utilized to evaluate individual equipment categories on a predetermined 1-10 scale.

87. (Withdrawn) A method as claimed in claim 68, wherein each equipment category is weighted according to its criticality, the weighted-score can be summarized to provide an overall equipment condition evaluation, which can be compared to other points in time.

88. (Withdrawn) A method as claimed in claim 68, further comprising the steps of: providing said services on performance-oriented contract basis.

89. (Withdrawn) A method as claimed in claim 68, further comprising the steps of: providing technical support programs including services for electrical distribution systems, automation and drives systems, and rotating equipment.

90. (Withdrawn) A method as claimed in claim 68, wherein said steps are implemented according to the prescriptions of a service manual.

91. (Withdrawn) A method as claimed in claim 68, wherein said industrial system is one of a airport, steel mill, hospital, mines, ship yard, large building, hotel, chemical plant, cement plant, subway system, railway system, container terminal, oil drilling rig or platform, paper mill, oil or natural gas pipeline system, lime plant, water treatment plant including desalination, fresh water pipelining and waste water treatment, and food service facilities.

92. (Withdrawn) A method for implementation of customer-related maintenance services for an industrial motor system, comprising the steps of: providing motor maintenance services on a pro-active basis; and providing modules of said motor maintenance services wherein said modules are standardized and freely combinable with one another.

93. (Withdrawn) A method of providing motor services to a customer, comprising the steps of: providing a menu of motor services offered to the customer, said motor services being modular; performing ones of said modular motor services which are selected by the customer as outsourced services, said services being customized according to the customer's needs.

94. (Withdrawn) A method of providing motor services to a customer, comprising the steps of: performing an evaluation of a customer's technical practices and facilities regarding the motor management;

providing a menu of available motor services to the customer, said menu including modular motor services available on an outsourced basis;  
making recommendations to the customer of selected ones of said modular motor services based on results of said evaluation; and  
providing on an outsourced basis ones of said modular services selected by the customer.

95. (Withdrawn) A method as claimed in claim 94, further comprising the steps of:  
changing compensation of said outsourced modular services depending on performance indicators.

96. (Withdrawn) A method as claimed in claim 94, further comprising the step of:  
providing said technical and maintenance services in two performance levels.

97. (Withdrawn) A method as claimed in claim 96, further comprising the step of:  
providing said technical and maintenance services at a business-oriented level as well as in a technology-oriented level.

98. (Withdrawn) A method as claimed in claim 94, further comprising the step of:  
universally performing the motor maintenance services from managing, planning and coordinating the services down to operational activities with the processes implemented across all functions.

99. (Withdrawn) A method as claimed in claim 94, further comprising the step of:  
providing condition monitoring derived from a business based maintenance analysis.

100. (Withdrawn) A method as claimed in claim 94, further comprising the step of:  
providing an inventory optimization and reduction with a goal of reducing spare motors warehousing.

101. (Withdrawn) A method as claimed in claim 94, further comprising the step of:  
providing a shared inventory with a goal of reducing motor inventory investment and carrying cost as well as storage, maintenance, and occupancy cost.

102. (Withdrawn) A method as claimed in claim 94, wherein said services are aimed to maintain motors manufactured by the service provider as well as OEM motors.

103. (Withdrawn) A method as claimed in claim 94, wherein said services include an motor upgrade.

104. (Withdrawn) A method as claimed in claim 94, wherein said services include evaluating motors for upgrade possibilities in order to improve their functionality.

105. (Withdrawn) A method as claimed in claim 94, wherein said services include verifying the motor reliability.

106. (Withdrawn) A method as claimed in claim 94, wherein said services include providing maintenance services aligned to the customer's changing business objectives.

107. (Withdrawn) A method as claimed in claim 94, further comprising the steps of: performing a motor management review.

108. (Withdrawn) A method as claimed in claim 107, wherein said motor management review routine includes: a standardized and repeatable assessment systematic on the basis of an assessment handbook.

109. (Withdrawn) A method as claimed in claim 94, further comprising the steps of: performing an motor condition assessment according to the methods of visual inspection, offline tests and online tests.

110. (Withdrawn) A method as claimed in claim 94, further comprising the steps of: a comparative audit including a snapshot audit at two comparative points in time, wherein the data from each snapshot audit is utilized to evaluate individual motor categories on a predetermined 1-10 scale.

111. (Withdrawn) A method as claimed in claim 94, wherein each motor category is weighted according to its criticality, the weighted-score can be summarized to provide an overall motor condition evaluation, which can be compared to other points in time.

112. (Withdrawn) A method as claimed in claim 94, further comprising the steps of: providing said services on performance-oriented contract basis.

113. (Withdrawn) A method as claimed in claim 94, wherein said steps are implemented according to the prescriptions of a service manual.

114. (Withdrawn) A method as claimed in claim 94, wherein said industrial system is one of a airport, steel mill, hospital, mines, ship yard, large building, hotel, chemical plant, cement plant, subway system, railway system, container terminal, oil drilling rig or platform, paper mill, oil or natural gas pipeline system, lime plant, water treatment plant including desalination, fresh water pipelining and waste water treatment, and food service facilities.

115. (Withdrawn) A method of providing maintenance and maintenance management services, comprising the steps of:  
storing non-confidential customer information in a database; and  
making said non-confidential customer information available over a network.

116. (Withdrawn) A method as claimed in claim 115, wherein said network includes the World Wide Web.

117. (Withdrawn) A method as claimed in claim 115, wherein said database is on personal computers and are made available as modules on a menu.

118. (Withdrawn) A method as claimed in claim 115, wherein said information available over said network includes software modules and devices connected to said personal computers.

119. (Withdrawn) A method as claimed in claim 115, further comprising the steps of: obtaining best practice software information from said database; and providing best practice software via the Internet.

120. (Withdrawn) A method of providing maintenance and maintenance management services, comprising the steps of: providing a menu of maintenance and maintenance management services accessible over the World Wide Web; and performing maintenance and maintenance management services selected from said menu.

121. (Withdrawn) A method as claimed in claim 120, wherein one of said maintenance and maintenance management services includes providing access to a program to calculate costs of products and processes via the World Wide Web.

122. (Withdrawn) A method of providing services to plant, comprising the steps of: providing a menu of available services to plants by an outside provider, determining business impact of providing at least some of the services by said outside provider utilizing knowledge management, and providing to said plant services selected from said menu by said outside provider utilizing knowledge management.

123. (Withdrawn) A method as claimed in claim 122, wherein said determining step includes determining a bottom impact on profitability of said plant.

124. (Withdrawn) A method as claimed in claim 122, wherein said menu of available services include: planning of said plant, erecting of said plant, operating said plant, and managing shut-down of said plant.

125. (Withdrawn) A method as claimed in claim 122, wherein said service of planning of said plant includes searching for a site for said plant.

126. (Withdrawn) A method as claimed in claim 122, further comprising the step of: providing a presentation of said menu of available services.

127. (Withdrawn) A method as claimed in claim 126, wherein said presentation includes a standardized procedure for doing business, said standardized procedure being presented graphically and in text.

128. (Withdrawn) A method as claimed in claim 122, wherein said services include technical services.

129. (Withdrawn) A method as claimed in claim 122, further comprising the step of: providing an information model, said information model including integrated tools in communication with one another.

130. (Withdrawn) A method as claimed in claim 129, wherein said tools include local implementations of tools.

131. (Withdrawn) A method as claimed in claim 122, wherein each of said services is a modular standardized value added service.

132. (Withdrawn) A method as claimed in claim 122, wherein said step of determining includes the steps of:

interviewing personnel of said plant; and

recommending a selection of services selected from said menu for optimum operation of said plant based on forecasts of bottom line figures, said recommendation being specific to said plant.

133. (Withdrawn) A method as claimed in claim 122, wherein said services include: purchase of energy, maintaining spare parts.